

Welcome to the Lifebit Platform

Getting Started User Guide

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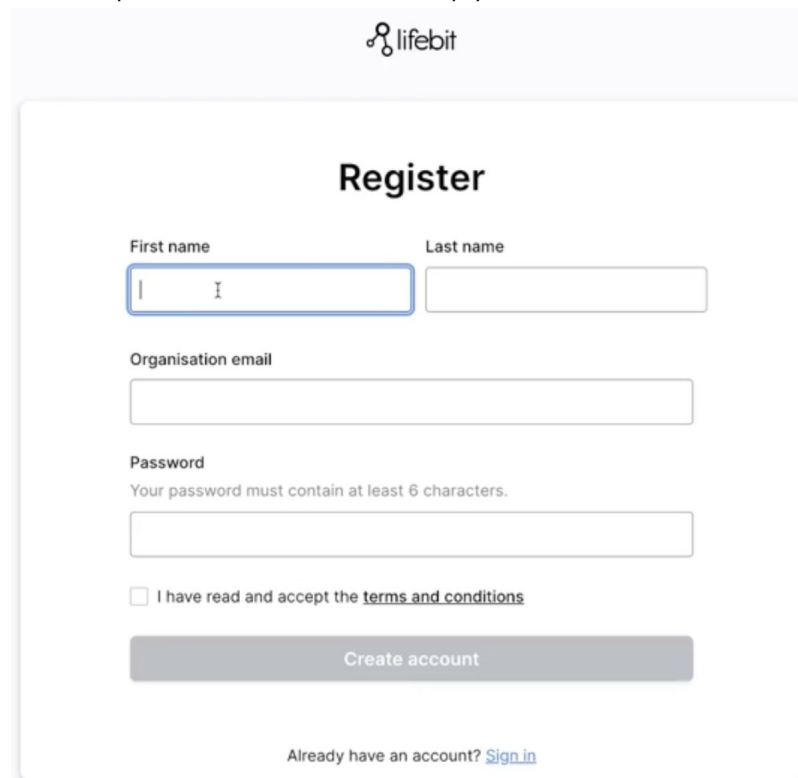
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1. Accessing the Platform

The first steps to getting started on the Platform are to register for an account and be added to your workspace. The workspace is a collaborative environment where you can complete your research. A CanPath administrator will add you to your workspace.

1.1 Register for an account

1. Click on the following link: <https://cloudos.lifebit.ai/register>
2. Provide your first and last name, organization email and a password of your choice (must be >6 characters).
 - Your email address will become your username, and your password will be used to access the platform. Remember to keep your credentials safe.



The screenshot shows the 'lifebit Register' form. It includes input fields for 'First name', 'Last name', 'Organisation email', and 'Password'. Below the password field is a checkbox for 'I have read and accept the terms and conditions' with a link to 'terms and conditions'. A 'Create account' button is at the bottom, and a link for 'Already have an account? Sign in' is at the very bottom.

3. Click on the “terms and conditions” link. This will open up a modal with the Platform conditions of use.
4. Review the terms and conditions of use and select **Confirm** or tick the box “I have read and accept the terms and conditions”.
5. Click **Create account**.
 - You may see a message saying that your account does not have access to an Organization. If you see this, you will need to be added to a workspace by an Organization Admin before you can log in.

1.2 Logging in to the Platform

1. You will receive an email notification that you have been added to a workspace from 'no-reply@lifebit.ai'.
2. In the email, click on or copy the Platform URL and paste it into the Internet Browser. You will be taken to the Lifebit Platform login page.
 - Don't forget to bookmark the Lifebit Platform URL.
3. Type in the credentials you used to register on the Lifebit Platform and click **Sign in**.
4. Click "Ira-dream" to enter your workspace and get started!

2. Getting Support and Training

2.1 Registering for Lifebit Support services (Help Desk & Documentation)

Lifebit offers support for user issues via Help Desk and documentation to guide your use of the Platform. You will be invited via email to access these services during your onboarding.

1. As part of the onboarding process, you will receive an invitation to join Lifebit services hosted by Atlassian, such as Jira Help Desk and Confluence. The invitation will look similar to the image below:

 **Lifebit HelpDesk invited you to join them in Confluence**

 Confluence

Lifebit HelpDesk invited you to join them in Confluence

Start planning and tracking work with Lifebit HelpDesk and your team. You can share your work and view what your team is doing.

[Accept Invite](#)

2. Click on 'Accept Invite'
3. Next, set up credentials to start accessing the documentation and Help Desk.

 Confluence

Sign up to continue

Enter your email

☐ Yes! Send me news and offers from Atlassian about products, events, and more.

By signing up, I accept the [Atlassian Cloud Terms of Service](#) and acknowledge the [Privacy Policy](#).

[Sign up](#)

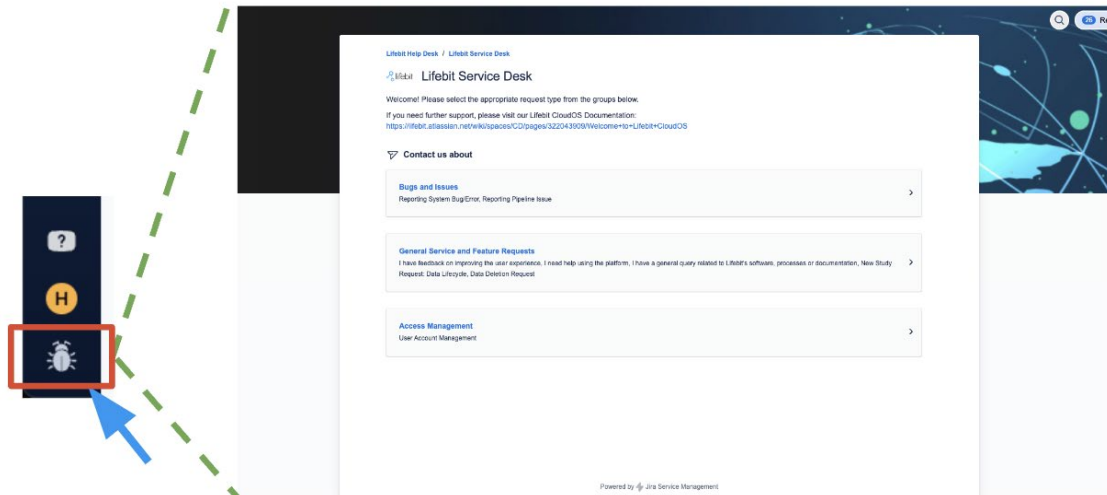
OR

2.2 Accessing Lifebit Support services

Access to Help Desk support and platform documentation are directly available in the platform, or via the links below.

2.2.1 Lifebit Help Desk

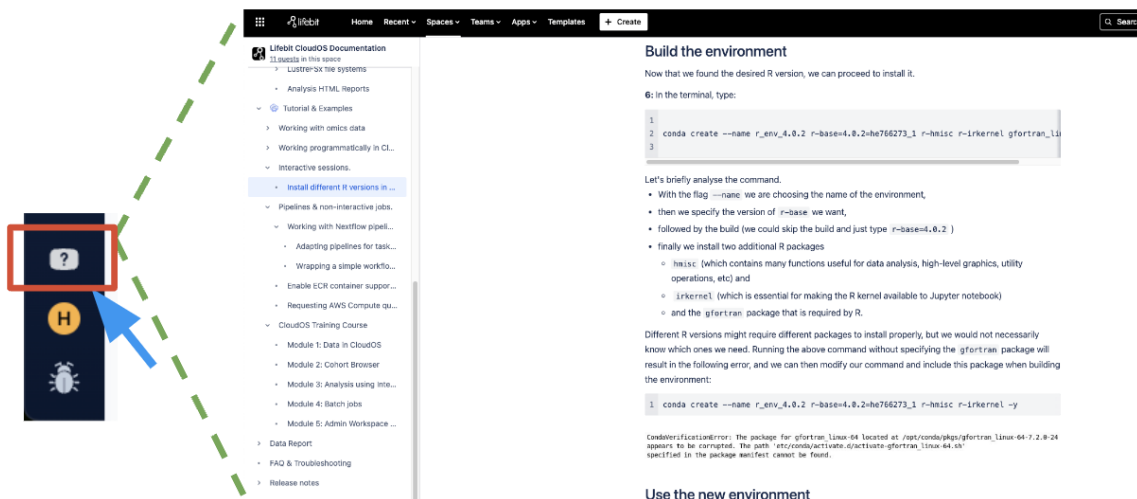
1. Access the Documentation via the Platform itself by clicking the bug button.



2. You can also access via the following URL:
<https://lifebit.atlassian.net/servicedesk/customer/portal/4>

2.2.2 Documentation

Access the Documentation via the Platform itself by clicking on the “?” button.



You can also access via the following URL: <https://lifebit.atlassian.net/wiki/spaces/CD/>

2.3 Book Office Hours with CanPath with Lifebit

Have questions that go beyond what's covered in the workshop? We've got you covered. CanPath and Lifebit will be hosting dedicated **Office Hours on Wednesday, June 25 from 10:00 AM – 2:00 PM**. This is your chance to connect one-on-one with a member of our team for help navigating the Lifebit platform or troubleshooting your analysis.

Each session will be approximately 20 minutes and tailored to your specific question or challenge. There are two easy ways to book your time:

- **On the day of the event**, visit our Administrative Assistant Tamara and she'll get you scheduled.
- Or, if you'd like to reserve a time in advance, **email us at** canpathadmin.dlsph@utoronto.ca.